



Complaints handling policy for BC Partners Luxembourg investment funds

Purpose and scope

The policy aims to provide clear and precise instructions for the investors of BC Partners Luxembourg Alternative Investment Funds (AIFs), on how to file a complaint with BC Partners Management Lux S.à r.l. (BCPML), the Alternative Investment Fund Manager (AIFM), in accordance with applicable regulations relating to the out-of-court resolution of complaints, the Luxembourg CSSF Regulation No. 16-07

How to make a complaint

A complaint can be made by phone or in writing (post or e-mail) to the Complaints Officer. The Complainant shall explain in details the facts behind the complaint, providing all relevant supporting documentation if applicable. If sending the complaint by post, it should be sent to the registered address of the AIFM:

The Complaints Officer

BC Partners Management Lux Sàrl

18, rue Erasme

L-1468 Luxembourg

Phone : +352 26 99 1101

For complaints by e-mail, please send to compliance@bcpartners.com

Processing time for complaints

BCPML will acknowledge receipt of the complaint within ten (10) business days of receipt and will answer within one calendar month from the receipt of the complaint. Should the response not be made available within the prescribed period, the complainant will be informed of the cause for the delay and with an indication of the date by which the investigation will be completed and a final response issued.